

## Claims Process Guide – Navigating the Claims Process

Here are the brief set of steps right from filing of the claim all the way to the payment processing of the invoices.

1. **Initiating a Claim:** To initiate a new claim, you can call the Customer Service Department at 1(888) 287-7116.
2. **Claim Documentation:** Once the initial contact has been established and initial set of details have been shared, the following activities need to be completed
  - Complete the following claim forms and submit it to the CHCS AlaskaCare team for processing.
    - **Insured/Legal Representative**
      - Insured Claim Form
      - Fraud Notice
      - Authorization to obtain and/or release medical information
      - Copy of the Power of Attorney (If Applicable)
    - **Primary Care Physician**
      - Attending Physician's Statement
  - Depending on the service provider type, the following documents need to be submitted by the service provider's authorized representative
    - **Home Health Care**
      - Home Health Care Statement & Fraud Notice
      - Copy of Agency License and W9 form
      - Plan of Care
      - Copy of Service Invoices and daily care logs for all dates of service
      - Copy of Home Health Care Agency's fee schedule
    - **Assisted Living Facility**
      - Facility Statement & Fraud Notice
      - Copy of Facility's license & W9.
      - Complete Facility Evaluation Form
      - Admission Orders, Minimum Data Set & Plan of Care
      - Copy of Resident Agreement
3. **Claim Decision:** Once all the documents related to the claim have been received, the CHCS AlaskaCare team will review the documents (Claim Forms, Assessment Report, Service Provider documents) and determine the eligibility of the claim.
4. Members may contact the CHCS AlaskaCare team by phone at 1(888) 287-7116 for support.